

# CAPPS Financials Service Requests (SRs) Report

Date of Report: Aug. 1, 2022

## Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Count of Module
Accounts Payable	59
Asset Management	19
Cash Receipts	14
Customer Contracts	1
ePro	17
General Ledger	54
Interfaces	Assessment 1
	Assigned 6
	Awaiting Customer 4
	In Work 3
	<b>Total 14</b>
Inventory	1
None	Assigned 4
	Awaiting Customer 1
	In Work 1
	<b>Total 6</b>
Not Applicable	10
PeopleTools	1
Project Costing	16
Purchase Orders	Assessment 1
	Assigned 15
	Awaiting Customer 11
	In Work 8
	Pending Prod Approval 4
	<b>Total 39</b>
Reports	38
Security	34
Suppliers	Assigned 2
	Awaiting Customer 1
	In Work 4
	<b>Total 7</b>
Travel and Expense	Assigned 27
	Awaiting Customer 1
	In Work 3
	<b>Total 31</b>
Workflow	18
<b>Grand Total</b>	<b>379</b>

### Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing-Agency	5
Acceptance Testing-Statewide	9
Assessment	12
Assigned	165
Awaiting Customer	63
Hold – Pending Next Upgrade	1
Hold – Pending Oracle Fix	6
In Work	97
Pending Prod Approval	15
Release Assignment	3
Rework	1
System Test	2
<b>Grand Total</b>	<b>379</b>

### Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Count of Module
Accounts Payable	11
Asset Management	1
Cash Receipts	3
Customer Contracts	1
ePro	2
General Ledger	23
Interfaces	4
None	3
Not Applicable	1
PeopleTools	1
Project Costing	1
Purchase Orders	9
Reports	10
Security	6
Suppliers	1
Travel and Expense	2
Workflow	3

### Totals

Priority	Module Count
High	82
Medium	221
Low	76
<b>Grand Total</b>	<b>379</b>

### Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing-Agency	2
Acceptance Testing-Statewide	2
Assessment	3
Assigned	32
Awaiting Customer	9
Hold – Pending Oracle Fix	2
In Work	28
Pending Prod Approval	2
System Test	2
<b>Grand Total</b>	<b>82</b>

### All SRs by Status

(Includes Closed, Completed after 07/01/22)

Status	Count of Status
Acceptance Testing-Agency	5
Acceptance Testing-Statewide	9
Assessment	12
Assigned	165
Awaiting Customer	63
Closed	94
Completed	336
Hold	8
Hold – Pending Next Upgrade	1
Hold – Pending Oracle Fix	6
In Work	97
Pending Prod Approval	15
Release Assignment	3
Rework	1
System Test	2
<b>Grand Total</b>	<b>817</b>

## CAPPS Financials Trend Report – Service Requests

July 2021 – July 2022

Status	July 2021	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	July 2022	Totals
OPENED	411	559	465	523	449	398	327	373	452	420	390	437	551	5755
CLOSED	418	535	489	494	479	429	339	336	457	431	412	430	430	5679

